

JOB DESCRIPTION

Position Title: Director of Match Support Services	Classification: Exempt	Date last revised: 8/1/2016
Department: Match Support	Supervises: Match Support Specialists (7-8)	
Reports To: Chief Executive Officer		

SUMMARY

This position has been created to support the Big Brothers Big Sisters mission of providing children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever. Key outcomes include providing supervision and oversight of the agency's Match Support Specialists (MSS) to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers. As a Director this position is responsible for overseeing the match support process for all MSS, providing direct supervision and coaching, conducting agency performance reviews, and developing and maintaining external relationships.

EVALUATION OF PERFORMANCE

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters, A Community of Caring. The successful incumbent will produce positive outcomes in the following areas: match support contact completed, survey completion, match closure rate, match retention rate, and average match length.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide coaching and supervision to staff, serve as a role model by setting examples and modeling good work ethic and behavior.
- Provide direct supervision and coaching for all staff responsible for match support (including County Coordinators).
- Ensure team compliance with Agency policies and procedures, BBBSA Standards of practice and other requirements.
- Utilize AIM to monitor individual and team performance, including but not limited to overdue contacts, contact completion rates, and survey completion, in order to ensure effective performance management practices.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Work with the Director of Enrollment and Quality Assurance to develop and conduct training for needs identified during the match support quality assurance process. Develop and deliver team and individual staff trainings and identify staff development opportunities. When necessary, identify community partners to provide additional training.
- Ensure follow up occurs with low 3 month volunteer SORs and any questionable child safety reports.
- Oversee training of new Match Support Staff.
- Help team prioritize goals/efforts.
- Conduct annual performance reviews and development planning for Match Support Specialists.
- Collaborate with other members of the Leadership Team to ensure smooth transition among functions.
- Complete BBBSA's Program Manager Certification on-line courses within six months.
- Provide leadership to the department in all areas, including customer service and professionalism.
- Provide back-up for Match Support Specialists during peak times and/or vacations.
- Hold employees accountable for meeting their goals and assignments and take appropriate steps when issues occur.
- Establish and promote positive communication among all team members to increase collaborations and reduce inefficiencies.
- Represent the agency in a professional manner at all times, providing courteous service to both internal and external constituents.
- Support the agency's fundraising initiatives, including Bowl for Kids' Sake, Benefit Dinner, Fire and Ice, Pub Run, and Match Makers.
- Other duties as assigned.



EXPERIENCE, EDUCATION, DEGREES, AND LICENSES

- Minimum requirements: Bachelor's Degree.
- Demonstrated aptitude or experience in leadership and supervision.
- Experience in social services, education and child development preferred.

PHYSICAL DEMANDS/WORK ENVIRONMENT

- Must be able to work proficiently with computers and other office equipment.
- Required to travel approximately 25-50% of time to meet agency needs (often in places of employment or individual's homes), attend conferences and meetings, etc. Travel is generally within the 5 county areas the agency serves.
- Must be able and willing to work evenings and weekends as required by agency.
- Must have reliable transportation. Drivers of privately owned vehicles must have valid driver's license and meet state required automobile insurance minimums. May be required to transport clients.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel	X	
Excellent oral and written communication skills	X	
Excellent interpersonal skills	X	
High level interviewing skills	X	
High level assessment and problem solving skills	X	
Ability to relate well in multicultural environments	X	
Ability to maintain confidentiality throughout daily operations	X	
Ability to effectively collaborate with other staff	X	
Ability to use time effectively	X	
Ability to focus on details	X	
Knowledge of child development, family dynamics and positive youth development best practices	X	
Knowledge of volunteer management best practices	X	
Knowledge of youth protection best practices	X	
Ability to collect meaningful data and draw solid conclusions	X	

TRAVEL REQUIREMENTS: 25-50% OF TOTAL WORK TIME

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Flexible work hours to meet customer needs. Evening and weekend hours required.



Core Competencies	High Performance Indicators
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action. Addresses conflicts from a positive, problem solving perspective.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.
Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Communication Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others. Translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or consult with supervisor; use an awareness of formal and informal decision-making channels to achieve desired results.
Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.

Equal Employment Opportunity

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.



ACKNOWLEDGEMENTS

Creation Date: 8/1/16

Revision Date:

Supervisor: I have approved this job description and reviewed with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Human Resources:

Signature:

Date:

TO APPLY:

Submit a resume and cover letter describing your experience and fit for this position to:

Regina Miller, Administrative Manager
Big Brothers Big Sisters, A Community of Caring
3501 Covington Road
Kalamazoo, MI 49001

By email ONLY: reginamiller@bbbsmi.org

Open until filled.